



Next Steps

August 28, 2013

Gearing up to Serve California Consumers on October 1, 2013





TOPICS COVERED IN THIS PRESENTATION

- Overview of the In-Person Assistance Program
- Overview of the Certified Enrollment Entity Application Process
- Becoming a Certified Enrollment Entity
- Identifying Certified Enrollment Counselors
- Becoming a Certified Enrollment Counselor
- List of Fingerprinting Locations
- Timeline for Fingerprinting Process
- Registering for CEC Training

IPA Program





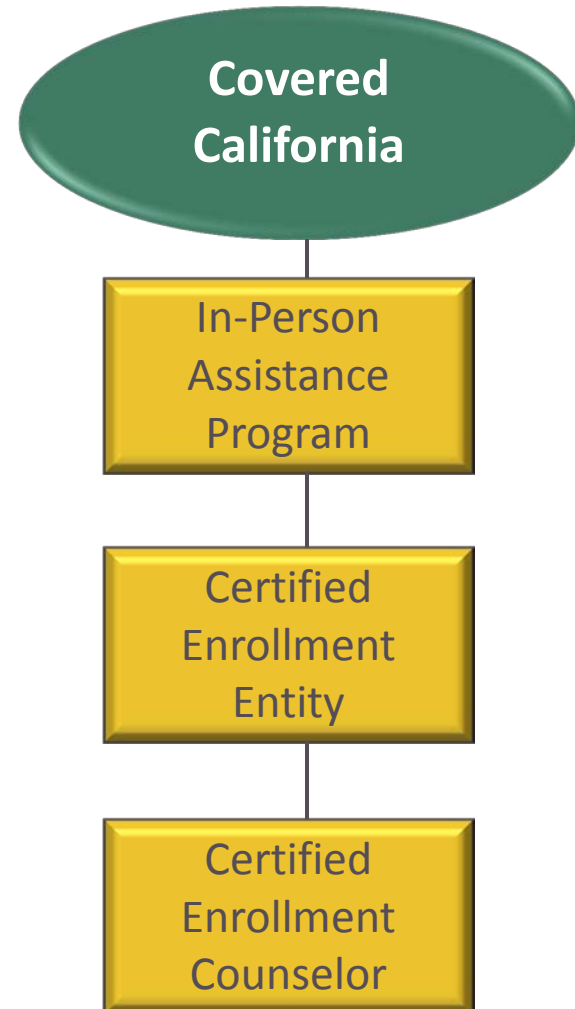
IPA Program Overview

PURPOSE

The Covered California In-Person Assistance Program works with Certified Enrollment Counselors (CECs).

Certified Enrollment Counselors (CECs) affiliate with Certified Enrollment Entities to provide one-on-one, in-person assistance.

CECs will assist consumers with enrolling in a Covered California Health Plan and renew coverage each year.

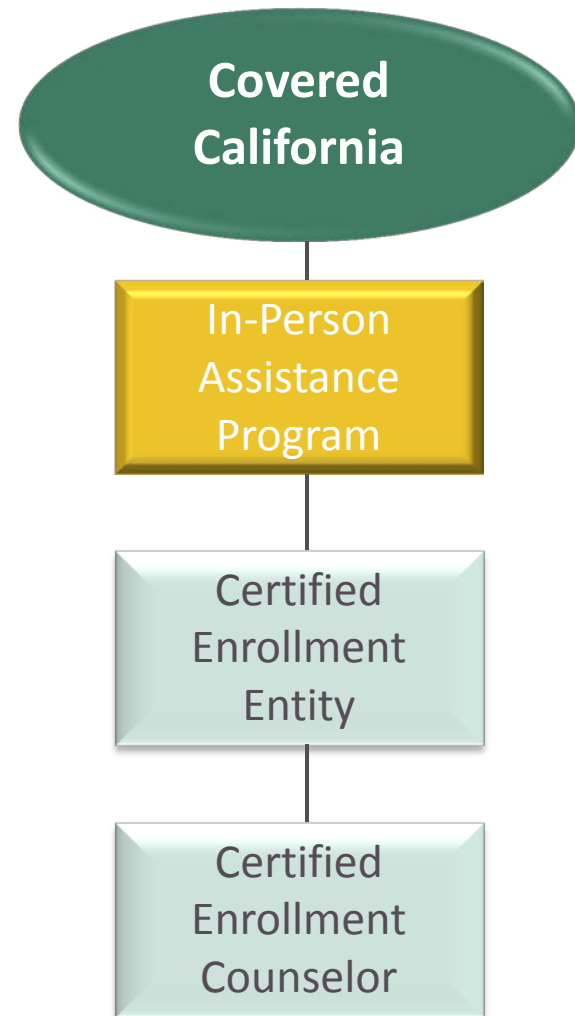




IPA Program Overview

IN-PERSON ASSISTANCE (IPA) PROGRAM:

The program whereby Certified Enrollment Entities may be compensated per successful application that results in the effectuation of coverage into a Covered California Health Plan.

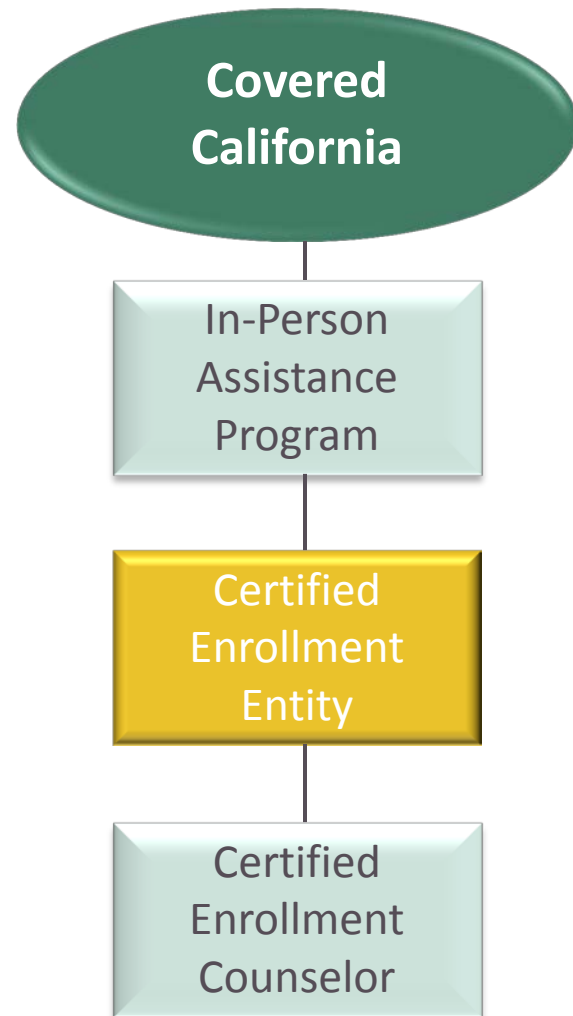




IPA Program Overview

CERTIFIED ENROLLMENT ENTITY (CEE):

An entity or individual registered by Covered California to provide one-on-one consumer assistance. A Certified Enrollment Entity will be registered in the In-Person Assistance Program.

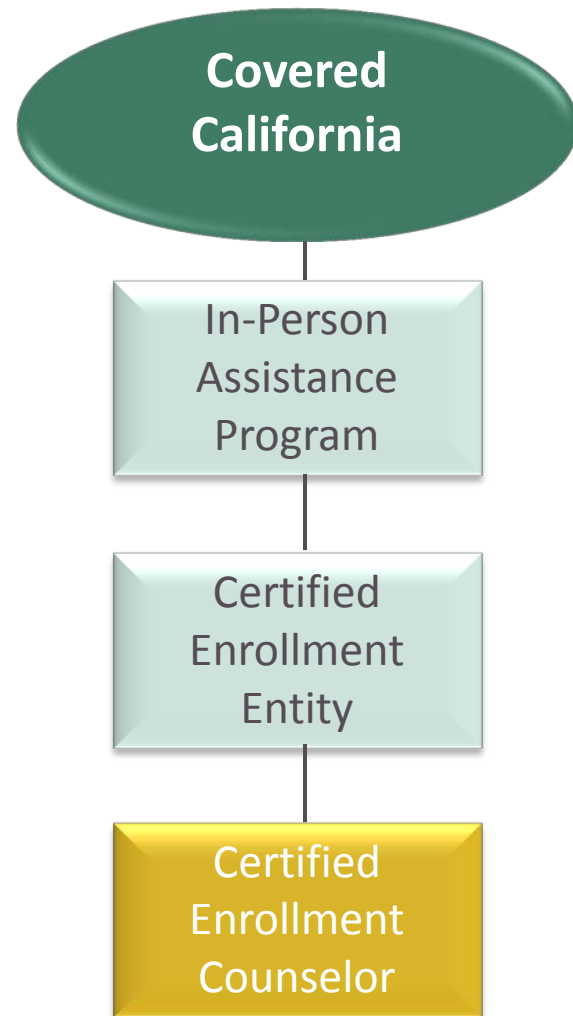




IPA Program Overview

CERTIFIED ENROLLMENT COUNSELOR (CEC):

An individual who is certified by Covered California pursuant to Section 6654, Title 10, of the California Code of Regulations to provide face-to-face, one-on-one consumer assistance.



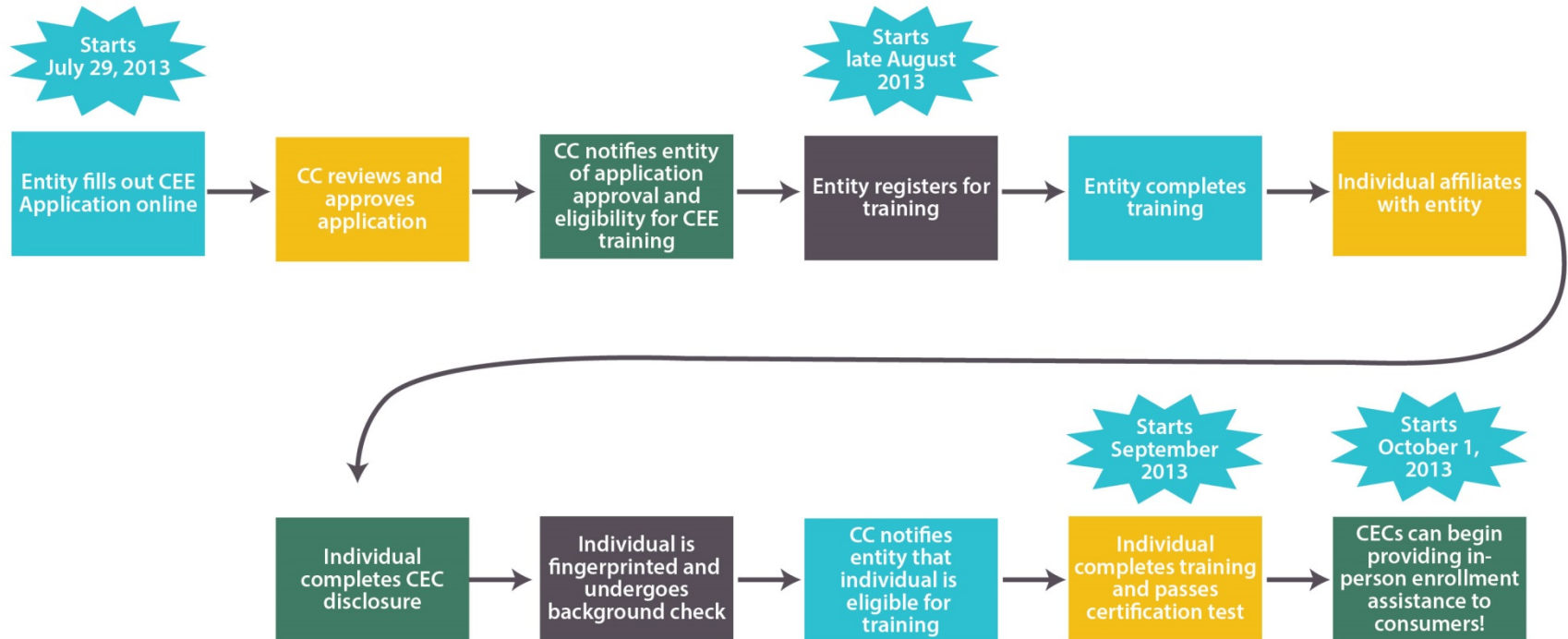
Becoming a Certified Enrollment Entity





Certified Enrollment Entity Application Process Overview

Covered California Certified Enrollment Entity Application Process



CC = Covered California CEC = Certified Enrollment Counselor CEE = Certified Enrollment Entity

Notes:

1. Dates subject to change
2. Flow chart does not outline process for the CEE Applications that are incomplete, ineligible, or individuals that fail background check.



4 Steps to Becoming a Certified Enrollment Entity

1. COMPLETE THE CERTIFIED ENROLLMENT ENTITY (CEE) APPLICATION ONLINE

- Access CEE Application online
- Download and review CEE Application Checklist
- Gather necessary information and documentation
- Login or create username and password
- Complete ALL required application fields
- Download and complete Certified Enrollment Entity Agreement



4 Steps to Becoming a Certified Enrollment Entity

1. COMPLETE THE CERTIFIED ENROLLMENT ENTITY (CEE) APPLICATION ONLINE (CONT.)

- Add Covered California as an additional insured to general liability and automobile policies
- Upload Required Documents:
 - Certified Enrollment Entity Agreement
 - Proof of business status documentation
 - Proof of Insurance - general liability, automobile insurance and workers compensation
 - State of California payee data record
 - Proof of current or valid business license
- Submit CEE Application!



4 Steps to Becoming a Certified Enrollment Entity

2. REVIEW OF CEE APPLICATION BY COVERED CALIFORNIA

- Once submitted, applications default to “Pending” status
 - Triggers application review process
- Application is reviewed for completeness and program eligibility
- Organization receives notification by email or phone regarding missing application information needed for approval (if applicable)
- Review process takes 5 - 7 business days



4 Steps to Becoming a Certified Enrollment Entity

3. RECEIVE APPROVAL OF SUBMITTED CEE APPLICATION

- Will receive notification by email regarding status of application approval
- Will receive notification by email and directions for next steps to follow to complete the required Certified Enrollment Entity Management Training



4 Steps to Becoming a Certified Enrollment Entity

4. MEET CERTIFIED ENROLLMENT ENTITY TRAINING REQUIREMENTS

- Receive email from Learning Management System (LMS) with login and password
- Individual(s) designated as Financial and Primary Contact(s) must complete CEE Management Training
- Webinar is approximately 2.5 hours and must be completed within 90 days
- Concurrent with the CEE Management Training, CEE should begin developing a roster of active Certified Enrollment Counselors

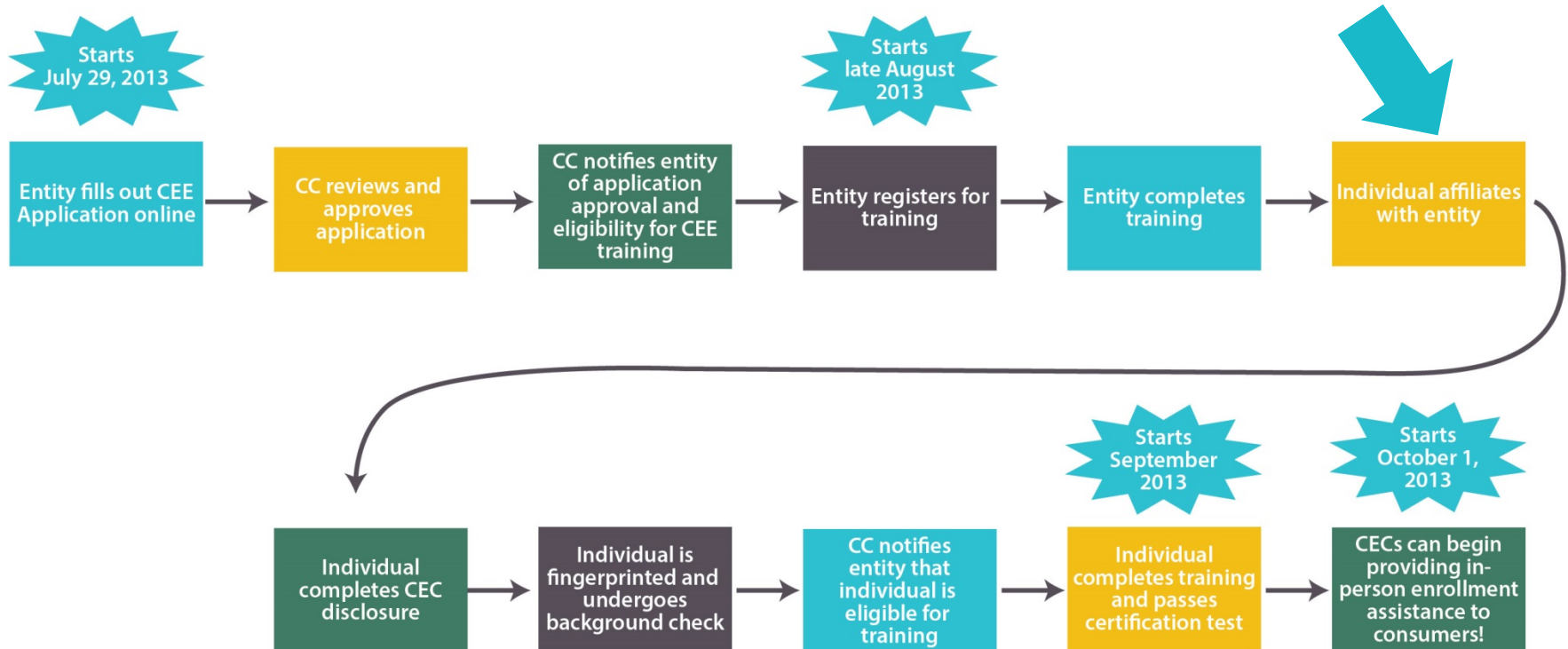
Identifying Certified Enrollment Counselors





Certified Enrollment Entity Application Process Overview

Covered California Certified Enrollment Entity Application Process



CC = Covered California CEC = Certified Enrollment Counselor CEE = Certified Enrollment Entity

Notes:

- 1. Dates subject to change*
- 2. Flow chart does not outline process for the CEE Applications that are incomplete, ineligible, or individuals that fail background check.*



Identifying Certified Enrollment Counselors

CERTIFIED ENROLLMENT COUNSELOR (CEC)

- An individual certified by Covered California to provide face-to-face, one-on-one consumer assistance

IDENTIFYING CECs

- Individuals who:
 - Must Attend a 3-Day Training to Become Certified
 - Will Provide Consumer Assistance

Becoming a CEC



CEE HAS A RESPONSIBILITY TO:

- Recruit individuals who are seeking to affiliate, or select internal staff to become CECs
- Provide guidance to individuals to become CECs throughout the certification process
- Follow Covered California guidelines pertaining to the fingerprinting and criminal records check



4 Steps to Becoming a Certified Enrollment Counselor

1. AFFILIATE WITH A CERTIFIED ENROLLMENT ENTITY

- CEE provides individuals with a Certified Enrollment Counselor (CEC) Application and Agreement
- Individual completes and returns the one-page CEC Application and the signed Agreement to the CEE
- CEE reviews information and completes CEC section of the application online and uploads signed Agreement
 - CEE has the ability to add additional counselors in IPAS at anytime.



4 Steps to Becoming a Certified Enrollment Counselor

2. COMPLETE FINGERPRINTING-BASED CRIMINAL BACKGROUND CHECK

- Download and complete Criminal Record Disclosure form at:
<http://www.healthexchange.ca.gov/Documents/CECdisclosure.pdf>
- Mail Completed Criminal Record Disclosure form to:

Covered California

PO Box 1199

Sacramento, CA 95814

- **NOTE:** Any communication in connection with the Criminal Disclosure Form is between the individual applicant and Covered California. The CEE will **not** be involved in the collection or review of the content of this document.



4 Steps to Becoming a Certified Enrollment Counselor

2. COMPLETE FINGERPRINTING-BASED CRIMINAL BACKGROUND CHECK

- Receive Request for Live Scan Service and List of Approved Fingerprinting Locations from CEE or Download:
- Request for Live Scan Service at:
<http://www.healthexchange.ca.gov/Pages/EnrollmentAssistanceProgram/LiveScanService.aspx>
- Fingerprinting Service Locations at:
http://www.capitalivescan.com/covered_ca_home.html



4 Steps to Becoming a Certified Enrollment Counselor

2. COMPLETE FINGERPRINTING-BASED CRIMINAL BACKGROUND CHECK (CONT.)

- Complete Request for Live Scan Service Form and Schedule Appointment at Chosen Location
- Upon Receipt of “Clear” Fingerprinting Report from Covered California, CEC will Proceed with the Certification Process
- Once Approved for Certification Process, CEC Receives Email from Learning Management System (LMS) with Login and Pass Information for Training
- Login to LMS to Access Schedule of Certified Enrollment Counselor Training Sessions and Register for a Session



4 Steps to Becoming a Certified Enrollment Counselor

3. COMPLETE CERTIFIED ENROLLMENT COUNSELOR TRAINING

- Attend a 3-Day Certified Enrollment Counselor Training
 - Must Attend ALL Three Consecutive Days
- Complete Covered California Certification Exam Online
- Score 80% or better on the exam to become a Certified Enrollment Counselor
 - Get three tries to score 80% or better
- Receive email notification of successful exam completion
 - Including login information to create profile in CalHEERS (Covered California's Online System)



4 Steps to Becoming a Certified Enrollment Counselor

4. CREATE USER PROFILE IN CALHEERS

Login to CalHEERs to Create CEC Profile

- Additional information will be provided in upcoming weeks
- Begin Assisting Consumers!

List of Fingerprinting Locations





List of Fingerprinting Locations

Location	Address	City	Zip Code
Capital Live Scan	2280 Grass Valley Highway	Auburn	95603
CCIS Live Scan dba Post Net CA 133	3400 Panama Lane, Suite F	Bakersfield	93313
CCIS Live Scan dba Post Net CA135	13061 Rosedale Highway	Bakersfield	93314
CCIS, Inc. dbw Pack & Mail Plus	3820 Coffee Road, #2	Bakersfield	93308
Capital Live Scan dbw The Mail Place	836 South Hampton Road, B	Benicia	94510
AAA Livescan On Grand	800 West Grand Avenue, Suite #C-9	Carlsbad	92008
CCIS Live Scan dba Develop Point Education	9909 Topanga Canyon Blvd	Chatsworth	91311
CCIS Live Scan dba Postal Annex	1187 North Willow, #103	Clovis	93611
PDQ Fingerprinting	216 F Street	Davis	95616
The UPS Store #1353	1285 Stratford Avenue, Suite G	Dixon	95620
The UPS Store # 0953	7172 Regional St	Dublin	94568
Capital Live Scan	5050 Laguna Blvd, Suite 112	Elk Grove	95758
1A Coastal Live Scan DBA Coastal Live Scan Services	144 West D Street, E	Encinitas	92024
AAA Live Scan of Escondido	431 West Grand Avenue, Suite 203	Escondido	92025



List of Fingerprinting Locations

Location	Address	City	Zip Code
Capital Live Scan dba Mt. Calvary Baptist Church	1735 Enterprise Drive, #3	Fairfield	94533
007 Live Scan	4270 North Blackstone Avenue, Suite # 208	Fresno	93726
CCIS Live Scan dbw Postal Annex	6083 North Figarden Drive	Fresno	93722
CCIS Live Scan dbw DocPrep Services	24000 Watkins Street	Hayward	94544
Capital Live Scan dbw The UPS Store # 4059	395 South Highway, Suite # 65-395-A	Lincoln	95648
Livermore Livescan	186 South K Street	Livermore	94550
A1 Live Scan, Notary Services	553 South Olive Street	Los Angeles	90013
CCIS Live Scan dbw The UPS Store	266 Reservation Blvd	Marina	93933
A1 Live Scan Services DBW Sintex Security Services, Inc.	650 West 20th Street	Merced	95340
Capital Live Scan DBW Christ Community Church	1000 South Park Victoria Drive	Milpitas	95035
A1 Live Scan Services DBW Sintex Security Services, Inc.	501 Bangs Road, Suite D	Modesto	95356
Modesto Fingerprint dbw Maxx One Security	121 East Orangeburg Avenue, Suite 7	Modesto	95350
Welty's Postal Connection dba Desert Live Scan	42335 Washington Street	Palm Desert	92211
CCIS Inc. dbw The UPS Store #6119	2425 Goldenhill Road, Suite 106	Paso Robles	93446
AMERIPRINTS	755 Baywood Drive, Second Floor #205	Petaluma	94954



List of Fingerprinting Locations

Location	Address	City	Zip Code
PostNet	2843 Hopyard Road	Pleasanton	94588
CCIS Live Scan dbw Pack & Mail Plus	934 W. Henderson	Porterville	93257
Redding Sports Complex	9800 Old Oregon Trail	Redding	96003
Mosaic Church	4430 Granite Dr	Rocklin	95677
AMERIPRINTS	5685 Redwood Drive, Suite 101	Rohnert Park	94928
Capital Live Scan	5706 Broadway	Sacramento	95820
CCIS Live Scan dbw The UPS Store #4642	1522 Constitution	Salinas	93905
AAA Live Scan San Diego	2667 Camino Del Rio South, Suite #310	San Diego	92108
LEETONE Foto Center	615 Sansome Street	San Francisco	94111
CCIS Live Scan dbw The UPS Store #0941	793 East Foothill Blvd, Suite A	San Luis Obispo	93405
AMERIPRINTS	4040 Civic Center Drive	San Rafael	94903
A1 Fingerprinting Plus	3950 Via Real, # 62	Santa Barbara	93013
The UPS Store # 2762	5255 Stevens Creek Blvd	Santa Clara	95051
Santa Cruz Live Scan	877 Cedar Street, Suite #150	Santa Cruz	95060
AMERIPRINTS	2675 Cleveland Avenue, # 7	Santa Rosa	95403



List of Fingerprinting Locations

Location	Address	City	Zip Code
All Training Resource Group	141 East Acacia St	Stockton	95202
Notary Learning Center	579 East 23rd Street	Upland	91784
Capital Live Scan dbw Solano Ink and Toner	151 Elmira Road	Vacaville	95687
CCIS Live Scan dbw Postal Annex	17100 Bear Valley Road	Victorville	92395
CCIS Live Scan dbw The UPS Store #2056	4216 South Mooney Blvd	Visalia	93277

Timeline for Fingerprinting Process



TIMELINE FOR FINGERPRINTING PROCESS

- The CEE and CEC, upon receipt of 'clear' fingerprinting report, will receive notification from Covered California of the approval to proceed with the certification process
- Processing time will vary per individual

**To sign up and
schedule training**





To sign up and schedule training

- Once approved for certification process, CEC will receive email from Learning Management System (LMS) with login and password information for training
- Training will begin September 11, 2013 and will be offered weekly statewide
- Login to LMS to access schedule of Certified Enrollment Counselor Training sessions and register for a suitable session

Questions & Answers

